



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MAIL PROCESSOR
MAIL CARRIER
SENIOR MAIL CARRIER

Class No. 003060
Class No. 003061
Class No. 003062

■ CLASSIFICATION PURPOSE

To collect, sort, process, and deliver County departmental mail and U.S. Mail; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Operates specialized machines and computer programs to process mail, and deliver mail to County collection boxes, the U.S. Post Office and various County mail stations. Positions in these classes are generally found in the Mail Services unit of the Department of General Services. This class series is distinguished from Delivery Vehicle Driver, in that the latter operates trucks and other equipment that requires a Class B California Driver's license, and is responsible for loading and unloading vehicles in the delivery of a wide variety of materials such as food, equipment and furniture.

Mail Processor:

This is the entry-level class in this series. Under direct supervision, this class is responsible for operating mail inserting, sorting, metering, and related machines to collect, sort, process, and occasionally deliver mail. Incumbents in this class typically perform the internal processing functions within the mail center. However, they also act as relief driver for Mail Carriers on delivery routes.

Mail Carrier:

This is the journey-level class in this series. Under general supervision, this class drives vans, cars, and small trucks throughout the County to pick-up, transfer, and deliver mail to County collection boxes, the U.S. Post Office, and various County mail stations. Occasionally, incumbents in this class operate automated mail sorting and processing machines within the mail center.

Senior Mail Carrier:

This is the lead-level in this series. Under general supervision, this class provides technical guidance and training to Mail Processors and Mail Carriers, and may supervise subordinate workers on a shift. This class differs from the next higher class, Mail Systems Specialist, in that the latter is a first-line supervisor responsible for the direction of multiple shifts in the County's centralized mail system unit located in General Services.

■ ESSENTIAL AND NON-ESSENTIAL FUNCTIONS

The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Mail Processor:

Essential Functions:

1. Collects, sorts, processes, and delivers County mail and U.S. Mail to County departments or offices.
2. Provides information to County offices regarding postal rates and schedules.
3. May process and/or carry County warrants.
4. Seals and meters mail through machine.
5. Operates inserting, sorting, folding, metering, and other mail processing machines.
6. Operates computerized barcode/sorter mail equipment.
7. Assesses and meters mail with varying U.S. Postal rates and classification requirements.

8. Keeps records of mileage.
9. Sorts internal mail by department and U.S. mail by zip code.
10. Processes and keeps records of certified and registered mail for department.
11. Performs related clerical work within mail center.
12. May act as relief driver for Mail Carriers on delivery routes.
13. Provide courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Mail Carrier:

Essential Functions:

1. Drives vans, cars and small trucks throughout the County to pick-up, transfer and deliver mail to County collection boxes, the U.S. Post Office and various County mail stations.
2. Carries mail on specifically assigned route(s).
3. Drives a County vehicle from collection points to mail room, on a regular schedule, and to the U.S. Post Office for large mailings.
4. Uses specialized machines and software programs to sort and process mail within the mail center when necessary.
5. Maintains the security of blank warrants issued by the Auditor and Controller, or for carrying medical supplies and/or medical test samples for the Health and Human Services Agency.
6. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Senior Mail Carrier:

Essential Functions:

All the duties listed above and

1. Provides technical guidance and training to subordinate class members.
2. Coordinates, evaluates, assigns, and monitors the work of subordinate workers on an assigned shift.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all classes:

- General office practices that pertain to mail center service.
- Effective customer service techniques.
- Operation of mail center sorting and processing machines and software programs.
- California motor vehicle code and safe driving practices.
- Rules of safe vehicle operation.
- Map reading techniques.
- U.S. Postal Service mailing regulations and rates.
- Mail sorting techniques.
- County customer service objectives and strategies.

Mail Carrier and Senior Mail Carrier (in addition to the above):

- Methods of planning, scheduling, and assigning work.
- Principles and theory of effective training and supervision.

Skills and Abilities to:

- Safely operate motor vehicles.

- Weigh, sort, and meter mail, including processing of certified and registered mail.
- Operate, maintain, and make minor repair of mail metering, letter opening, and folding machines.
- Operate specialized mail sorting software programs.
- Communicate effectively in oral and written form.
- Maintain accurate work records and logs.
- Meet established deadlines for mail collection and delivery.
- Work with minimum supervision.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Mail Carrier (in addition to the above):

- Provide technical guidance and training to subordinate Mail Processors, Mail Carriers and mailroom clerical workers.
- Train, coordinate, evaluate, monitor and supervise subordinates on a shift.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Mail Processor:

Six (6) months full-time experience sorting, processing, and delivering inter-office and/or U.S. Mail. This experience must have included operation of mail processing equipment.

Mail Carrier:

Six (6) months of full-time experience driving a commercial delivery vehicle; AND,

1. Six (6) months of full-time experience as a Mail Processor in the County of San Diego, OR
2. One (1) year, full-time experience sorting, processing and delivering inter-office and U.S. mail. This experience must have included operation of mail processing equipment.

Senior Mail Carrier:

1. Two (2) years of full-time experience as a Mail Carrier in the County of San Diego, OR
2. Three (3) years of full time-time experience sorting, processing, and delivering inter-office and U.S. mail. This experience must have included operation of mail processing equipment.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of neck. Walking, standing, or sitting for extended periods of time. Operating assigned equipment for an extended period of time. Frequent standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck. Fine finger dexterity to operate keyboards and writing materials. Must be able to operate a motor vehicle for an extended period of time in any environment.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment. Employees in this class may be required to use their own personal vehicle.

Mail Processor:

Ability to arrange necessary and timely transportation for field travel

Certification/Registration

None required.

Working Conditions

Drives in all weather conditions throughout the County. Some positions work a second shift or hours between 5:00 p.m. and 11:00 p.m. May involve continuous exposure to noise.

Physical Requirements

Essential and non-essential functions require incumbents to use physical strength and agility on a continual basis, including lifting objects frequently weighing up to 50 pounds, and occasionally weighing up to 70 pounds.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on number, severity, and recency. Applicants will be subject to a background check.

Probationary Period

Mail Processor and Mail Carrier:

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

Senior Mail Carrier:

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 25, 1978 (Mail Processor)

New: January 15, 1999 (Sr. Mail Carrier)

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Union Code: PS
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Variable Entry: Y
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